

REMARKS

Claims 43-50, 52, 88-95 and 97 were rejected under 35 U.S.C. 103(a) as being allegedly obvious over Bjornberg in view of Hendrickson. In response, claims 43 and 88 have been amended. Claims 45 and 90 have been cancelled.

The invention is directed to a technique for an information assistance provider to collect statistical information concerning the information assistance calls that it handles. In accordance with the invention, data concerning "events" which occur during an information assistance call is collected and processed (page 3, lines 17 - 20 of the specification). After an information assistance call is received by an information assistance center, "event records" are generated to record various events that occur during the call (page 9, lines 8 - 19).

In accordance with an aspect of the invention, an identifier is assigned in the information assistance center during the call to identify the call. In an illustrative embodiment, a sequence number, namely, CDR_CALL_SEQ_NMBR, is assigned by a switch host computer when the call is received. The host computer then informs components (or clients) of the information assistance center to use the same sequence number to identify the call in recording events occurring during the call. *See* page 11, line 12 et seq. of the specification. For example, when the call is queued by the call center switch, a first event record is generated to record the queuing event. When the call is connected to the operator, a second event record is generated to record the connection event. If the operator conducts a search for restaurants in a particular area at the customer's request during the call, a third event record is generated to record the search event, and so forth. Each event record pertaining to the respective event in the same call contains the same CDR_CALL_SEQ_NMBR. *See id.* and Fig. 2.

In the illustrative embodiment, the event records are collected by a remote computer, which analyzes the data in the records. Statistics are generated to provide information concerning the calls received at the call center. For example, a tally of the

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number of long-distance calls handled during a particular interval may be generated (page 19, lines 24-32; page 22, lines 25-32).

Bjornberg discloses a technique for providing a service execution environment for an advanced interactive voice response (IVR) service platform.

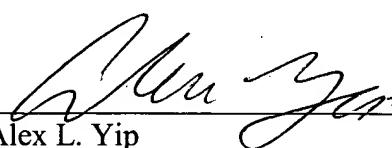
Hendrickson discloses installation of data-gathering software on a wireless device to collect, e.g., event data relating to activity on the device. The collected data is uploaded to a control center (120) for analysis. *See* col. 7, line 60 *et seq.* of Hendrickson.

The Examiner admitted that “Bjornberg et al. failed to teach ‘identifier.’” Office Action at p. 3. However, the Examiner asserted that Hendrickson discloses use of an identifier, and attempted to read the “identifier” in claims 43 and 88 on the “user ID” in Hendrickson. The Examiner’s attempt is futile because the user ID in Hendrickson is used to identify the user of a wireless device. By contrast, the “identifier” in amended claims 43 and 88 is used in event records “to identify the communication” during which the events represented by the records occur. *A fortiori*, both Bjornberg and Hendrickson fail to teach or suggest that the identifier be “assigned during the communication,” as amended claims 43 and 88 also recite. As such, amended claims 43 and 88, together with their dependent claims, are patentable over Bjornberg in view of Hendrickson.

In view of the foregoing, each of claims 43, 44, 46-50, 52, 88, 89, 91-95 and 97, as amended, is believed to be in condition for allowance. Accordingly, reconsideration of these claims is requested and allowance of the application is earnestly solicited.

Respectfully,

By


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